

ShoreTel Makes Four ANZ Management Appointments



Business re-organisation in region designed to facilitate continued growth

ShoreTel® (NASDAQ: SHOR), a leading provider of communication solutions that make interactions simple, today announced four internal management appointments in the company's Australia and New Zealand operations.

The new appointments form part of ShoreTel's strategic transformation focusing on scaling its cloud services, while continuing to support the company's traditional onsite business.

ShoreTel's ANZ business has been re-structured into four business units – Channels, Client Sales, Service Design and Activation, and Customer Success – and will continue to be supported by in-country marketing, finance, infrastructure and engineering teams.

"This re-organisation establishes a great platform for continued growth in ANZ," said Frederic Gillant, Vice President of Asia Pacific at ShoreTel. "With an increased focus on cloud-based offerings, the key to future success will be on service experience and business outcomes – in delivering on both the expectations of our partners and our customers in the region."

Craig Howe has been promoted to Manager Channels, ANZ. Howe has more than five years of sales and partner management experience at ShoreTel, and more than 20 years' experience in the ANZ IT industry, starting out in EDS Australia's graduate development program in 1996. Prior to joining ShoreTel, he worked in enterprise sales at Commander and Communications Australia. Howe brings the ideal combination of deep industry experience, technical knowledge and sales management capabilities to manage the team responsible for ShoreTel's distribution and reseller partners across ANZ.

Richard Ruth, formerly Managing Director of M5 Networks Australia, has been appointed Client Sales Director, ANZ. He joined ShoreTel when M5 was acquired in November 2015 and is managing a sales team that works directly with ShoreTel's partners across ANZ on strategic cloud and onsite opportunities, and also on higher-volume small business referral deals. Ruth has developed impressive business management and sales experience over more than ten years as Managing Director at M5 and Sales Director at Impact Data.

John Jackson, Manager Service Design and Activation, ANZ now leads ShoreTel's technical design and delivery team that is responsible for assisting partners and their customers with solution architecture for both onsite and cloud-based UC projects. The team is also responsible for provisioning and activating onsite and cloud-based implementations. Jackson has over 25 years' experience in technical telecommunications roles. He started his career as a telecommunications apprentice at Telstra and joined ShoreTel as a Sales Engineer in 2009, after five years at Nortel.

Bradley White has been appointed Manager Customer Success, ANZ. White is managing a team of services delivery specialists who provide post-sales support for ShoreTel's onsite and cloud-based UC deployments across the region. For onsite implementations, White's team provides fault resolution via a TAC (traditional technical assistance centre) function. For cloud solutions, the team provides technical account management and a complete managed service for the customer's UC environment. White has established a 30-year career in programming, technical support and IT management roles, and joined ShoreTel as part of the M5 acquisition in 2015, where he was Senior Systems Engineer.

The four new management appointments are reporting to Jamie Romanin, Managing Director, ANZ.

"Jamie has been at the helm of ShoreTel in ANZ for more than six years, and has successfully overseen the integration of a cloud-based offering into our UC portfolio for our partners and customers in the region. I'm especially proud of the fact that we had the talent already in our business to make these appointments internally, and I'm confident that Jamie and his team have the structure in place for continued growth," concluded Gillant.

ShoreTel recently celebrated its 20th anniversary as a business, and also its tenth year in Australia, with the appointment of its first ANZ distributor, Connector Systems, in April 2006. ShoreTel's first major IP telephony deployment in Australia was with financial advisory firm Ferrier Hodgson was rolled out across 130 users in 2006, implemented by ShoreTel's first Australian partner PTS Communications. Ten years on, Ferrier Hodgson remains a loyal ShoreTel customer today and continues to be supported by PTS Communications.

2016 was a significant growth year for ShoreTel Australia including noteworthy increases in its business, its local headcount and Australian partner numbers. ShoreTel expanded its physical presence across the eastern seaboard with offices in Sydney, Canberra and Melbourne. The company has also established a local engineering and technical support centre to cater to the growth in its cloud communications business.

About ShoreTel, Inc.

ShoreTel (NASDAQ: SHOR) provides businesses worldwide with communications solutions that make interactions simple. ShoreTel offers business phone systems, unified communications and contact center solutions that deliver unmatched flexibility and ease for companies looking to increase productivity and drive innovation. ShoreTel offers solutions in the cloud, onsite or a hybrid of both, giving customers the freedom to choose the best fit for their business needs now and in the future. Headquartered in Sunnyvale, Calif., ShoreTel has offices and partners worldwide. For more information, visit shoretel.com.

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